as a Member of the Social Audit Panel. Shri Deshmukh has kindly consented to be a Member of the Panel.

The other conditions contained in the Resolution published on 27-3-1992 shall remain unchanged.

Sd/-
R. Ramanujan

Joint Secretary to the Govt. of India.

Tapping of Telephones

4234. DR. YELAMANCHILI SIVAJI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that telephones of politician, I.A.S. officials and Journalists are being tapped in Andhra Pradesh as reported in the Indian Express of the 22nd July, 1992;

(b) whether there is any complaint from one of the senior I.A.S. officials to his Ministry in this regard;

(c) if so, what are the details thereof; and

(d) what steps have been taken in this regard to rectify the malpractice?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU):

(a) No Sir.

(b) No Sir.

(c) and (d) Do not arise.

Problems of STD subscribers

4235. SHRI S. S. SURJEWALA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether his Ministry has been receiving innumberable complaints from the STD subscribers regarding the inflated Bills;

(b) whether it is a fact that reasons for such bills are defective Bills and metering, misuse by the staff and faulty instrumentation;

(c) if so, whether the subscribers are opting for disconnection of STD on the face of helplessness;

(d) whether Government propose to rescue the subscribers by removing these causes and also to provide relief to the clients, STD users who have been suffered on account of excessive Billing;

(e) whether on account of heavy congestion on the Trunk Lines the subscribers receive the usual reply "there is a heavy traffic on this route, please dial after some time"; and

(f) if so, whether Government propose to add more lines to remove these congestions?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) No Sir, Complaints relating to excess billing were received in respect of only 0.75 per cent of the total bills issued during 1991-92.

(b) These are among the reasons for the excess billing complaints. A proportion of the complaints are, on investigation, found to be not justified.

(c) No, Sir.

(d) The complaints of the subscribers are examined thoroughly and relief is granted to the subscribers where the bills are found to be incorrect. Other measures like:

1. Provision of STD control facility to the subscribers from Electronic Telephone Exchanges to lock or unlock their STD facility.

2. Provision of supply of details of STD/ISD calls to the subscribers.